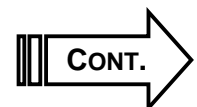
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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>INTRODUCTION</p> <hr/> <p><i>Subject</i></p> <p>Using This Manual</p>
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ORGANIZATION & NUMBERING:

Chapter Title—The subject matter in the manual is divided into chapters. The title appears in the upper right-hand corner of the first page of a subject and in the upper left-hand corner of any subsequent page.

Subject Title—The title of a subject appears in the upper right-hand corner of the first page of a subject and in the upper left-hand corner of any subsequent page.

“TF” Prefix—Preceding each subject number, this prefix stands for the manual title *Toll Facilities*.

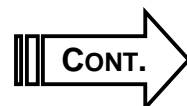
Date—The latest issuance date of a subject appears at the bottom of each page of the subject. This date agrees with the latest issuance date shown for the subject in the Table of Contents (**TF-01**).

Page Numbering—Each subject has its own page numbering, which appears at the bottom of each page.

LOCATING INFORMATION:

Two indexes appear at the front of the manual, and one index appears at the back:

- Ø **Table of Contents (TF-01)**—This index at the front lists the titles of the manual’s chapters and their subjects, as well as other information, in numerical order. It includes the latest issuance dates of all the subjects. As the manual matures, these dates change.
- Ø **Alphabetical Index (TF-02)**—This index at the front alphabetically lists key information in the manual. Generally, it directs the user to subject titles and to margin, paragraph, and subparagraph headings within subjects.
- Ø **Table of Exhibits (TF-9900)**—This index at the back lists the manual’s exhibits, including forms, worksheets, diagrams, etc., by number and title.



**CROSS-
REFERENCES
IN MANUAL:**

Subject Numbers within Narrative—A subject number within the narrative on a page directs the user to more information about the subject.

QUESTIONS:


Whom to Contact—For answers to questions about the contents of the manual, please contact:

Division of Toll Facilities
Transportation Cabinet Office Building
W4-26-02
200 Mero Street
Frankfort, KY 40622
(502) 564-4628

For copies of the manual, please contact:

Policy Support Branch
Transportation Cabinet Office Building
W4-26-02
200 Mero Street
Frankfort, KY 40622
(502) 564-3670

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>INTRODUCTION</p> <hr/> <p><i>Subject</i></p> <p>Overview of Division</p>
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DIVISION'S

RESPONSIBILITIES: The Division of Toll Facilities is responsible for:

- Ø Providing administrative, operational, and technical supervision of the Cabinet's toll facilities
- Ø Developing and implementing procedures that provide:
 - ◆ Control of traffic
 - ◆ Maximum accountability for cash receipts and other accumulated revenue

Note: This manual provides general guidelines for use as reference.

DIRECTOR'S

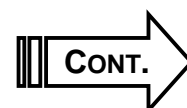
RESPONSIBILITIES: The Director of Toll Facilities:

- Ø Carries out the provisions of all leases, agreements, and trust indentures as they relate to the operation of toll facilities
- Ø May schedule an annual inspection of all facilities, equipment, and personnel assigned to the division
- Ø May schedule an annual seminar for the training and updating of the training of the toll road managers, plaza and assistant plaza managers, electronics technicians, and selected toll collectors

**ORGANIZATION
OF DIRECTOR'S
OFFICE:**

The Office of the Director comprises four sections and four units (toll plazas):

- Ø Administrative Section
- Ø Operations Section
- Ø Special Facilities Section
- Ø Audubon W. H. Natcher Administrative and Maintenance Section
 - ◆ Bowling Green Toll Plaza
 - ◆ Morgantown Toll Plaza
 - ◆ Hartford Toll Plaza
 - ◆ Hebbardsville Toll Plaza



**AUDUBON
PARKWAY:**

The Audubon Parkway, a 23.7-mile-long, four-lane, controlled-access facility, opened to traffic on December 18, 1970. The parkway runs between Owensboro and Henderson, generally paralleling Kentucky Route 54. It serves Owensboro and Henderson and accommodates traffic between Evansville, southwest Indiana, and northwest Kentucky. The Audubon Parkway has a six-lane collection facility at Hebbardsville.

**WILLIAM H.
NATCHER
PARKWAY:**

The William H. Natcher Parkway (formerly the Green River Parkway) opened to traffic on December 15, 1972. The parkway is a modern four-lane toll highway with access permitted at interchanges only. The project begins in the north at an interchange with the Owensboro Beltline about 1.1 miles east of the US 231 interchange. The parkway proceeds in an easterly direction and ends at an interchange with I-65 about 4 miles south of Bowling Green. The total length of the parkway is 69.7 miles.


The William H. Natcher Parkway has collection facilities at Bowling Green, Morgantown, and Hartford. The Morgantown Toll Plaza serves as the administrative headquarters. Each plaza has six collection lanes.

**COLLECTION
LANES:**

A brief description of the plazas' collection lanes is as follows:

- Ø All collection lanes are numbered from south to north or from east to west in consideration of the primary directional alignment of the facility.
- Ø TC 34-12 form, *Toll Schedule (Exhibit 01)*, lists:
 - ◆ Facility name
 - ◆ Lane number by plaza
 - ◆ Designation as to attended or unattended lane
 - ◆ Toll rates by vehicle classification
 - ◆ Designated administrative location for each facility
- Ø Tolls are collected by automated equipment at all facilities.


2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TRAFFIC REGULATIONS</p> <hr/> <p><i>Subject</i></p> <p>Authority</p>
---	---

AUTHORITY: Pursuant to Kentucky Revised Statute 13A.100, the Kentucky Transportation Cabinet established traffic regulations that govern all vehicles, patrons, employees, and other persons while on the Commonwealth's toll facilities.

The applicable statutes and regulations are filed with the Legislative Research Commission and may be referenced at the Division of Toll Facilities in the Central Office.

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TRAFFIC REGULATIONS</p> <hr/> <p><i>Subject</i></p> <p>Traffic Flow</p>
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SPEED LIMITS: Vehicles are not to be operated at speeds in excess of 65 mph. Designated zones require reduced speed limits and are identified by road signs.

UNIDIRECTIONAL TRAFFIC LANES: All vehicles are to operate within the normal pattern flow of traffic. No vehicle is to move against traffic in any travel lane, deceleration lane, acceleration lane, ramp, shoulder, or other travelway.

U-TURNS: Making U-turns at any point on a toll facility is prohibited for all vehicles except the following:

- Ø Maintenance
- Ø Emergency
- Ø Operational
- Ø Police

STOPPING OR PARKING: Stopping or parking on toll roads is prohibited except in the following situations:

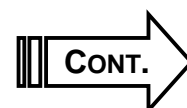
- Ø A vehicle stopping in obedience to toll facilities traffic signals or signs
- Ø Emergency

In an emergency a vehicle is to stop on the shoulder to the right of the travel lane. All wheels and projecting parts of the vehicle, including load, are to be completely clear of the travel lane.

- Ø Physically inoperative vehicle

An inoperative vehicle is to be moved immediately to the highway shoulder and then removed from the toll road as soon as possible. A disabled or illegally parked vehicle that remains more than 24 hours is considered abandoned. After being informed of the license number and location of the vehicle, the Kentucky State Police will complete appropriate reports and have the vehicle removed at the owner's expense.

WASTE & RUBBISH: Littering the right of way of toll roads is prohibited.



**DAMAGE OF
TREES, SHRUBS
& PLANTS:**

Cutting, mutilating, or removal of any trees, shrubs, or plants located within the right of way of the toll roads is prohibited.

**LIMITATIONS ON
USE OF
TOLL ROAD:**

On a toll road, the following are prohibited at all times:

Ø Pedestrians, with the following exceptions:

- ◆ Persons engaged in work requiring their presence
- ◆ Persons involved in emergencies or other circumstances beyond their control
- ◆ Persons with special permits

Note: Persons who fall within these exceptions are to walk within the right of way.

Ø Bicycles and motor scooters

Ø Vehicles drawn by animals

Ø Animals led or ridden

Ø Vehicles with improperly secured loads or loaded with animals not properly confined

Ø Vehicles with metal tires or caterpillar treads


Ø Farm implements and machinery, whether self-propelled or towed, except for farm trucks

Ø Construction equipment other than motor trucks except for equipment with special permits

HITCHHIKING:

Solicitation of rides in vehicles on any portion of the toll roads is prohibited.

2 2 2


 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TRAFFIC REGULATIONS</p> <hr/> <p><i>Subject</i></p> <p>Exemptions from Tolls</p>
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EXEMPTIONS:

The Transportation Cabinet is authorized to charge and collect tolls for transit over each project. However, Kentucky Revised Statute 175.525 specifically exempts emergency vehicles from payment of tolls under certain circumstances. Also Transportation Cabinet vehicles and Kentucky National Guard vehicles are exempt from paying tolls per this regulation.

600 KAR 2:020 sets forth the manner in which emergency vehicles and vehicles in processions may be processed through a toll collection station.

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TRAFFIC REGULATIONS</p> <hr/> <p><i>Subject</i></p> <p>Kentucky State Police Vehicles</p>
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**POLICE
PATROLS:**

Arrangements with Kentucky State Police (KSP) for patrolling the toll roads are administered from state police posts as set forth in Schedules of State Police Post Jurisdictional Boundaries. These schedules are arranged by toll road and by county.

**PROBLEMS
REQUIRING
KSP HELP:**

For problems requiring assistance of the KSP, employees are to alert the state police post appropriate for the location. Telephone numbers of appropriate state police offices are posted in each toll plaza office and attended tollbooth.

**STATE POLICE
VEHICLES:**

Per KRS 175.520, the Kentucky Transportation Cabinet established a nonpaying toll road identification card account for the Kentucky State Police.


**NONPAYING
ID CARD:**

A nonpaying identification card is issued to KSP for use by their employees during trips not involving an emergency. The employee presents the identification card in lieu of toll payment. This card is for official business only.

EMERGENCIES:

When emergency lights of a KSP vehicle are flashing, the toll collector passes the state police vehicle through the least-congested lane of a toll collection station without stopping or processing the vehicle.

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TRAFFIC REGULATIONS</p>
	<p><i>Subject</i></p> <p>Local Police, Fire, & Other Emergency Department Vehicles</p>

LOCAL EMERGENCY


DEPARTMENTS: The Transportation Cabinet will establish a nonpaying toll road identification card account for any local police, fire, or other emergency department that has jurisdiction in a county served by a toll road and applies for an account. The card is valid only within the department's jurisdiction or in a county contiguous to the county of jurisdiction. The card is for official business only.

Local departments may obtain application forms from the Division of Toll Facilities.

EMERGENCIES: When emergency lights of a local police, fire, or other emergency vehicle are flashing, the toll collector is to pass the vehicle through the least-congested lane of a toll collection station without stopping or processing the vehicle.

NON-EMERGENCIES: During a trip on a toll road not involving an emergency, the operator of a vehicle is to stop and pay toll as required by 600 KAR 2:010, "Toll Assessment on Turnpikes." If on official business, the driver may present a valid nonpaying identification card.

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TRAFFIC REGULATIONS</p> <hr/> <p><i>Subject</i></p> <p>Ambulance Transportation Services</p>
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**AMBULANCE
SERVICES:**

Per KRS 175.520, the Kentucky Transportation Cabinet will establish a nonpaying toll road identification card account for each ambulance transportation service licensed by the Kentucky Health Facilities and Health Services Certificate of Need and Licensure Board, per 902 KAR 20:117.

Forms for application are available from Toll Facilities.


EMERGENCIES:

When emergency lights of an ambulance are flashing, the toll collector passes the ambulance through the least-congested lane of a toll collection station. Vehicles are not to be stopped or processed.

**NONPAYING
ID CARD:**

A nonpaying identification card may be issued for each ambulance owned by a licensed ambulance transportation service for use during trips not involving an emergency. The ambulance driver presents the identification card in lieu of toll payment. This card is for official business only.

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TRAFFIC REGULATIONS</p> <hr/> <p><i>Subject</i></p> <p>Funeral Processions, US Military Convoys, & Other Processions</p>
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**PROCESSION
CREDIT CARD:**

Each vehicle in a funeral, United States military (or other type) convoy, or other procession is required to pay toll at each toll collection station.

A special procession credit card may be obtained from the Division of Toll Facilities in advance of convoy date, to arrange passage of all vehicles in the convoy through the toll station. Payment is made by one or more credit cards.

Contact the Division of Toll Facilities at the Transportation Cabinet Office Building, W4-26-02, 200 Mero Street, Frankfort, Kentucky 40622, **(502) 564-4628**.


2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TRAFFIC REGULATIONS</p> <hr/> <p><i>Subject</i></p> <p>Transportation Cabinet Vehicles</p>
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**CABINET
VEHICLES:**

A Transportation Cabinet employee may be issued a nonpaying identification card for use on toll roads for official business only. The employee may present the identification card in lieu of toll payment at a toll collection station.

2 2 2

 <p>TOLL FACILITIES</p>	<i>Chapter</i> TRAFFIC REGULATIONS
	<i>Subject</i> Kentucky National Guard Vehicles


**NATIONAL
GUARD
VEHICLES:**

The Transportation Cabinet has established a nonpaying toll road identification card account for the Kentucky National Guard.

During official business trips not involving an emergency, Kentucky National Guard employees may use the nonpaying toll road identification card in lieu of toll payment at a toll collection station.

The Kentucky National Guard should notify the Division of Toll Facilities in advance of a convoy date to arrange passage of all vehicles in the convoy through the toll station.

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>UNIFORMS</p> <hr/> <p><i>Subject</i></p> <p>Regulations</p>
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RESPONSIBILITY: The Division of Toll Facilities is responsible for providing uniforms for all toll attendant classifications and other designated personnel engaged in toll road operations.

PURPOSE: The primary benefits of a uniformed service are to:

- Ø Assure a standard appearance, concerning items of clothing, for all uniformed personnel within the division
- Ø Achieve an appearance that is acceptable to the public and favorably reflects on the Commonwealth

ISSUANCE OF UNIFORMS:

The Elizabethtown office stocks and issues uniforms. From this office the plaza manager is responsible for requesting uniforms for new employees.

New employees sign a computer-generated invoice acknowledging receipt of the uniforms.

New clothing is issued unless the working level of used clothing has become large or unmanageable, in which case a mixing of new and used uniforms may become necessary.

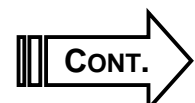
CARE & MAINTENANCE OF UNIFORMS:

Each employee is properly outfitted and instructed in the wearing of and caring for the uniform.

Employees are responsible for cleaning, pressing, and minor repairs such as button replacement. Employees are expected to maintain their uniforms in an immaculate condition.

Employees are to wear their uniforms only while on duty and en route to and from work. Employees are not to wear uniforms while engaging in nonduty activities.

Note: An employee works out of uniform or in mixed uniform only in an emergency situation.



STOCK LEVEL: Working stock consists of all excess items of uniforms not in use by employees. Excess items are carefully inspected to determine suitability for retention. Uniforms retained are sized, cleaned, and pressed if necessary. Working stock is inspected at least semiannually for condition and efficiency of the operation.

INSPECTION OF UNIFORMS: Management personnel schedule semiannual inspections of uniforms assigned to employees to determine the condition and fit of clothing issued to employees.

Clothing found unsuitable due to reasonable wear and tear is returned to the central issue point for disposal.

The employee involved is issued a replacement garment on a one-for-one basis.

RETURN OF UNIFORMS: When an employee retires, resigns, or is terminated, the toll road manager checks the employee's uniform inventory file for items issued. The employee's last check is withheld until all of his or her items listed on inventory are returned.


Employees are to return items cleaned and pressed. Personnel at the Elizabethtown facility inspect the items for damage not deemed reasonable and for unauthorized alterations.

The toll road manager asks the employee to present a check or money order, made payable to the Kentucky State Treasurer, for any damaged items. If not presented, the employee's final check is held.

The toll road manager releases the final check only when all items are returned or when compensation is received for damaged items.

PERSONAL APPEARANCE: A well-groomed personal appearance is vital to the operations of the toll facilities. Employee guidelines for a well-groomed appearance are as follows:

- Ø Uniforms are to be kept clean and neat.
- Ø Fingernails are to be clean and trimmed.
- Ø Men's hair is to be clean and neatly trimmed so that it does not touch the ears or the collar of the uniform shirt.
- Ø Beards, goatees, and mustaches are to be neatly trimmed.
- Ø Mustaches are not to extend below the corner of the mouth or over the top of the upper lip.
- Ø Women's hair is to be clean and presentable and is not to obstruct vision.

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>CREDIT CARDS</p> <hr/> <p><i>Subject</i></p> <p>Commercial Credit Cards</p>
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**APPLICATION FOR
CREDIT CARD:**

Customers request a Toll Facilities credit card application by submitting the TC-34-100 form, *Request for Credit Card Application (Exhibit 02)*. Toll attendants distribute the form at the toll booths.

Applications are also available on the following Web site:

<http://transportation.ky.gov/toll/home.htm>

The Division of Toll Facilities issues a credit card after it has received all references and the supervisor of the credit card section has approved the application.

BILLING:

The Division of Toll Facilities mails a monthly statement of charges to all credit card users. The statement lists the amount of monthly charges and requests prompt payment.

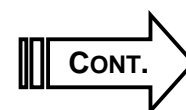
When accounts are outstanding for a period of 30 days, the Division of Toll Facilities takes necessary action to bring the account up to date.

After 90 days the division places delinquent accounts on the pickup list, which stops usage of the credit card at the plaza level.

**TYPES OF
ACCOUNTS:**

Toll facility accounts include the following:

- Ø 01-Commercial Accounts
- Ø 02-Nonrevenue
 - ◆ Highway Maintenance
 - ◆ Toll Facilities
 - ◆ National Guard
 - ◆ Transportation Cabinet Offices
 - ◆ Turnpike Authority
 - ◆ Toll Road Consultants
- Ø 03-State Police (Nonrevenue)
- Ø 04-Commercial Accounts
- Ø 05-State Agency Accounts



**TYPES OF
ACCOUNTS
(cont.):**


Ø 07-Nonrevenue

- ◆ Ambulances
- ◆ Local Fire Department
- ◆ Police Department

ANNUAL FEE:

Per KRS 175.525, holders of all Toll Facilities credit card accounts are required to pay a yearly fee of \$5.00 per card. The annual fee period is from January 1 through December 31.

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>CREDIT CARDS</p> <hr/> <p><i>Subject</i></p> <p>Employee Credit Card Usage</p>
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TOLL FACILITIES**PERSONNEL:**

The Division of Toll Facilities issues credit cards to its personnel for official business only.

VAULT TRUCK:


One credit card is issued for each vault truck and remains with the vault truck at all times.

CREDIT CARD**PRIVILEGE:**

The following could result from a Cabinet employee's lending his or her credit card:

- Ø Loss of credit card privilege
- Ø Responsibility for the incurred charges
- Ø Disciplinary action


2 2 2

 <p>TOLL FACILITIES</p>	<i>Chapter</i> CREDIT CARDS
	<i>Subject</i> Unpaid Tolls

UNPAID TOLLS: Patrons who are unable to pay their tolls are required to sign the TC 34-20 form, *Unpaid Toll Report (Exhibit 03)*, which is a credit charge.

The toll attendant enters the necessary information from the patron's driver's license and license plate. The attendant then instructs the patron to mail the charged toll amount to the toll plaza and to leave the toll road at the nearest exit.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ROAD MANAGER/ ADMINISTRATIVE SECTION SUPERVISOR</p> <hr/> <p><i>Subject</i></p> <p>General Information</p>
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RESPONSIBILITY: Toll road managers/administrative section supervisors are responsible to the Director of the Division of Toll Facilities for the operation of their toll facilities. They perform all duties set forth herein and any others that are required to properly supervise the facilities.

Toll road managers/administrative section supervisors maintain normal hours. They have the sole responsibility for the operation of the toll road and in the exercise of that responsibility manage and supervise. Total responsibility includes the need for 24-hour alert in regard to working hours. Any time a toll road manager/administrative section supervisor becomes unable to provide 24-hour alert, he or she notifies the director to request assignment of responsibility and authority to another suitable employee.

**ABSENCE FROM
WORK:**

When a toll road manager/administrative section supervisor is to be absent from his or her facility during normal working hours for a period of more than 4 hours, he or she is to notify the director. Prior approval for any leave under 4 hours may be granted by telephone, but any extended leave is to be by written request using the TC 12-1 form, *Application for Leave (Exhibit 15)*, and approved by the director.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ROAD MANAGER/ ADMINISTRATIVE SECTION SUPERVISOR</p> <hr/> <p><i>Subject</i></p> <p>Change Fund</p>
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ASSIGNMENT: For each parkway the toll road manager/administrative section supervisor is assigned a fund used for all change requirements relative to toll collection on the toll facilities. Change is provided to the plaza manager and toll attendants for servicing patrons. Allotted change funds used by plaza managers and toll collectors may be increased or decreased at the discretion of the toll road manager/administrative section supervisor to meet patrons' requirements.

RESPONSIBILITY: Each toll road manager/administrative section supervisor is responsible for the entire change fund and reviews and signs the change fund sheet each workday. The TC 34-44 form, *Change Fund Sheet (Exhibit 04)*, is the receipt for monies advanced to the plaza managers or their delegates. All monies not advanced to the plazas are held in the designated depository bank contracted by the Central Office to handle all change-fund surplus and revenue collected in daily operations.


INCREASE IN CHANGE FUND: Change-fund requirements have a direct relationship to each individual toll facility's record of collected revenue. A substantial increase in revenue requires an increase in the change fund. Requests for additions to the fund are to be made in writing to the Director of the Division of Toll Facilities 3 months prior to the date the additional funds are required. The request is to include all necessary justification to grant approval.

MONTHLY AUDITS: Toll road managers/administrative section supervisors are to perform monthly audits on all change funds assigned to them and are to submit the audits to the director. A monthly audit includes:

- Ø Memorandum summarizing the audit
- Ø Bank statement for period ending on the audit date
- Ø TC 34-45 form, *Cash Count (Exhibit 10)*

Appropriate documentation of all shortages or overages is included in the summary of the audit. Shortages are reimbursed by the individual responsible, and overages are deposited in the toll road revenue accounts.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ROAD MANAGER/ ADMINISTRATIVE SECTION SUPERVISOR</p> <hr/> <p><i>Subject</i></p> <p>Cash Vault Deposits</p>
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COLLECTION: On each banking day, the toll road manager/administrative section supervisor or the vault truck driver to whom this duty has been delegated collects and delivers to the contracted depository bank the cash vaults the plaza manager removes from the coin machines.


Normal procedure is to assign one toll attendant, designated the vault truck operator, to handle the routine movement of the collected revenues in the subject vaults. No relinquishments of authority of the toll road manager/administrative section supervisor result.

Care is to be exercised in handling vaults to prevent mutilation or detachment of the TC 34-55 form, *Vault Tag (Exhibit 05)*, required on each vault.

DELIVERY OF VAULTS: After delivery of vaults with collections to the bank, the vault truck driver or designated representative picks up empty vaults at the bank and returns them to the toll facility.

CHANGE REQUIREMENTS: The toll road manager/administrative section supervisor makes the change requirement known to the depository bank as is necessary. Moreover, the toll road manager/administrative section supervisor or designated representative, normally the vault truck driver, distributes the subject change, properly packaged, to individual facilities.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ROAD MANAGER/ ADMINISTRATIVE SECTION SUPERVISOR</p> <hr/> <p><i>Subject</i></p> <p>Daily Reports</p>
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DAILY REPORTS: The toll road manager/administrative section supervisor or a designated representative reviews for accuracy and correctness all daily reports and forms inherent to the operation before forwarding the required reports within the division.

**VIOLATION &
EQUIPMENT
REPORT:**

The TC 34-28 form, *Violation and Equipment Report (Exhibit 06)*, is a record of causes of axle violations during shift periods. The toll road manager/administrative section supervisor or designated representative reviews this record daily and then submits copies to the assigned equipment maintenance personnel for appraisal to determine the need for maintenance.

**UNCLAIMED
MONEY REPORT:**

The TC 34-92 form, *Unclaimed Money Report (Exhibit 07)*, is a record of money misplaced or left behind by patrons using the facility. The toll attendant submits the report to the toll road manager/administrative section supervisor, who returns the money upon request by the patrons. If no patrons request the money within 30 days, all monies are deposited in the Toll Facilities revenue fund at the contracted depository bank, by the plaza manager, who forwards the deposit slip to the Central Office.

**CHARGE
TICKET:**

The TC 34-43 form, *Charge Ticket (Exhibit 08)*, is the form toll attendants use for credit card accounts when the Toll Road Information Management System (TRIMS) is not functioning. Only credit cards issued by the Kentucky Transportation Cabinet, Division of Toll Facilities, are honored.

**REFUND FOR
OVERPAYMENT
OF TOLL:**

The TC 34-112 form, *Refund for Overpayment of Toll (Exhibit 09)*, is a record of monies reimbursed to patrons for overpayment of toll at a facility. When a motorist claims that he or she has inadvertently deposited in the collection hopper an amount in excess of the required toll, the toll attendant:



**REFUND FOR
OVERPAYMENT
OF TOLL (cont.):**

1. Visually inspects the amount in the faceplate of the coin machine
2. Determines the amount of overpayment
3. Completes the TC 34-112 form and requires the motorist to sign and list his or her address in the space provided
4. Reimburses the motorist for the amount of overpayment from the change fund
5. Instructs the motorist, if traffic volume is heavy, to pull to the side of the road until a supervisor can assist or until traffic volume permits the attendant to complete the transaction
6. Submits all completed TC 34-112 forms at the end of the shift to the plaza manager

**UNPAID TOLL
REPORT:**

The TC 34-20 form, *Unpaid Toll Report (Exhibit 03)*, is a record of vehicle and fare classification for patrons who find themselves on a facility without fare. The patron signs the report, avowing later payment of fare. This form is included in the summary of non-cash vehicles.

**STANDARD TIME
ROSTER:**


The TC 31-6 form, *Standard Time Roster (Exhibit 14)*, is a daily duty roster showing the hours each employee works. All employees sign the roster, and their immediate supervisor confirms their time by also signing it. A facility staff member then transfers these hours to the Kentucky Transportation Cabinet *Daily Report of Time & Equipment Usage* form.

**DAILY REPORT OF
TIME & EQUIPMENT
USAGE:**

The TC 31-396 form, *Daily Report of Time & Equipment Usage (Exhibit 11)*, is a daily record of hours that salaried and hourly employees work. Upon receipt of approval by the toll road manager/administrative section supervisor, a facility staff member enters the data into the Transportation Cabinet Payroll System and retains a paper copy at the administrative plaza.

**FORMS &
MATERIALS:**

The toll road manager/administrative section supervisor is responsible for keeping an adequate supply of necessary forms and materials at each facility. The manager/supervisor requests the anticipated requirements for the facility by forwarding the requisition at least two months in advance to the Central Office for approval and processing.

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ROAD MANAGER/ ADMINISTRATIVE SECTION SUPERVISOR</p> <hr/> <p><i>Subject</i></p> <p>Office Filing System</p>
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**OFFICE FILING
SYSTEM:**

The toll road manager/administrative section supervisor is responsible for establishing an acceptable office filing system for records at each toll facility in accordance with the requirements of the Transportation Cabinet's Records Retention Schedule.

**OPERATING &
STATISTICAL
REPORTS:**

All reports and operational forms used by a toll facility and those reports and memorandums forwarded by the Kentucky Transportation Cabinet, Division of Toll Facilities and related Cabinet offices, are reviewed, acted upon, and properly filed by the toll road secretary.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ROAD MANAGER/ ADMINISTRATIVE SECTION SUPERVISOR</p> <hr/> <p><i>Subject</i></p> <p>Snow & Ice Removal</p>
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**OPERATING
PROCEDURE:**

The standard operating procedure for snow and ice removal provides the following:

- Ø On-site storage of calcium chloride
- Ø Instructions as to when calcium chloride is used in the lanes
- Ø Instructions as to the removal of calcium chloride from the lane area after the snow or ice condition no longer exists
- Ø Instructions as to when and how local county maintenance crews are to be alerted in the event of snow or ice conditions

**CALCIUM
CHLORIDE:**

Stocking & Storage—Each plaza stocks a small quantity of calcium chloride in a sheltered area. Calcium chloride is a semicritical de-icing agent that deteriorates rapidly when exposed.

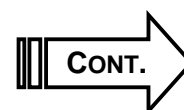
Spreading—Wearing gloves to prevent skin burns, maintenance personnel spread calcium chloride in the lanes by hand. The toll road manager/administrative section supervisor ensures that maintenance personnel shut off salt-spreading equipment at the junction of the roadway and the plaza lanes and requests them to hand-salt the lanes, if needed.

Removal—After the storm passes, maintenance personnel remove calcium chloride from the lanes, the immediate vicinity of the booths, and other equipment by sweeping and washing.

**SNOW & ICE
ALERT SERVICE:**

The toll road manager/administrative section supervisor coordinates with the highway district office regarding snow and ice alerts. The Division of Toll Facilities is not authorized to call out crews or demand service. Highway district offices are responsible for total snow and ice removal efforts.

Every effort is made to protect toll-collection equipment from the corrosive effects caused by salt or calcium chloride.




**PARKWAY
CLOSURE:**

In an emergency situation or severe weather conditions that cause a parkway to be officially closed to traffic, the plaza manager (Toll Attendant IV) is to follow this procedure:

1. Notify the Director of the Division of Toll Facilities immediately.
2. Attempt to maintain the same schedule currently in use for the facility unless advised to the contrary.
3. Ascertain for safety and security purposes that a toll attendant occupies the outer booth on each side of the road.
4. Remain, or have a toll attendant or the assistant plaza manager remain, inside the administration building to:
 - Ø Secure the area and funds
 - Ø Answer the phone
 - Ø Give breaks
 - Ø Assist stranded motorists
 - Ø Follow the instructions of supervisory personnel
5. Permit no personnel to work longer than 16 hours continuously. After a 16-hour shift, employees are to rest for 8 hours before resuming duties. The manager may send employees home during their normal working hours in order to implement a relief system.
6. Use telephone, radio, and other means available to ensure that everyone in the chain of command is informed of the current situation and of any changes as they occur.
7. Do not change any vaults or coin machines during the time the parkway is not collecting tolls.
8. As much as possible, keep all collection lanes clear and open to traffic.
9. Advise any motorists traveling the parkway of the conditions of the parkway and intersecting roads and any other instructions issued by competent authority.

Note: During an emergency, the supervisor is not to permit any personnel to work longer than 16 hours continuously. After a 16-hour shift, employees are to rest for 8 hours before resuming duties. Employees may be sent home during their normal working hours in order to implement a relief system.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ROAD MANAGER/ ADMINISTRATIVE SECTION SUPERVISOR</p> <hr/> <p><i>Subject</i></p> <p>Maintenance of Toll Collection Equipment</p>
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**INSPECTION &
EVALUATION:**

The toll road manager/administrative section supervisor makes periodic inspections of toll-collection and related equipment to ensure it is in proper working condition and is being adequately maintained.

Equipment maintenance personnel are responsible for the continual maintenance of all collection equipment assigned to the facility. To ensure an efficient and standard operation, delegated technical personnel coordinate efforts and properly evaluate the maintenance and preventive-maintenance programs.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ROAD MANAGER/ ADMINISTRATIVE SECTION SUPERVISOR</p> <hr/> <p><i>Subject</i></p> <p>Training Sessions & Staff Meetings</p>
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**TRAINING
SESSIONS:**

The toll road manager/administrative section supervisor conducts training sessions, as outlined in the Division of Toll Facilities training program, for all new:

- Ø Attendants
- Ø Vault truck drivers
- Ø Plaza managers
- Ø Assistant plaza managers


During the sessions the manager/supervisor reviews appropriate sections of the *Toll Facilities Guidance Manual* with the new employees.

STAFF MEETINGS: In addition to the regular training sessions, the toll road manager/administrative section supervisor conducts staff meetings for all attendants, plaza managers and assistants, and clerical staff at each plaza at least once every three months and more often if necessary. Staff meetings include discussions of any operating procedures that the manager/supervisor feels needs emphasis, including:

- Ø Procedural changes
- Ø Patron complaints
- Ø Personnel policies of the Cabinet
- Ø Other subjects of interest to the attendants

The agenda for staff meetings is kept on file in the administrative plaza.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ROAD MANAGER/ ADMINISTRATIVE SECTION SUPERVISOR</p> <hr/> <p><i>Subject</i></p> <p>Work Schedules</p>
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**TRAFFIC
VOLUME:**


The toll road manager/administrative section supervisor allows for current traffic volumes and unusual upcoming events, including holiday periods.

**SCHEDULE
CHANGES:**

Any basic change in the method of preparing the work schedule as outlined in **TF-607** requires the prior approval of the Director of the Division of Toll Facilities.

The toll road manager/administrative section supervisor prepares the work schedules for all plaza managers or their designees and makes assignments at staff meetings or by memoranda.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ROAD MANAGER/ ADMINISTRATIVE SECTION SUPERVISOR</p> <hr/> <p><i>Subject</i></p> <p>Miscellaneous Information</p>
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**SICKNESS &
VACATION:**

Toll road managers/administrative section supervisors are to notify the Director of Toll Facilities when they are unable to work because of illness or other reasons. In the absence of the toll road manager/administrative section supervisor, a specifically delegated employee will assume responsibilities.

Arrangements must be made for processing reports and making daily deposits as described previously to ensure uninterrupted operations of the facilities.

The toll road manager/administrative section supervisor complies with all state regulations in effect for Kentucky Transportation Cabinet employees relative to sick leave, vacation, and compensatory time.

**PERSONNEL &
FACILITY
APPEARANCE:**

The toll road manager/administrative section supervisor regularly inspects personnel and the assigned property to ensure an acceptable appearance at all times.


**RULES &
REGULATIONS:**

The toll road manager/administrative section supervisor ensures that the rules and regulations set forth on the chapters for toll collectors and plaza managers that relate to uniforms, maintenance of ground and facilities, telephones, attendance, and other matters of conduct are strictly complied with.

RESPONSIBILITY:

The toll road manager/administrative section supervisor is generally responsible for all contact between collectors and patrons of the facility. Complaints received in central office are forwarded to the toll road manager/administrative section supervisor for appropriate action with regard to toll facilities employees. The toll road manager/administrative section supervisor assures that patrons are courteously and efficiently assisted and that attendants are effective in providing travel and directional information.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>PLAZA MANAGER (TOLL ATTENDANT IV)</p> <hr/> <p><i>Subject</i></p> <p>Responsibilities</p>
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PRIMARY DUTY: A plaza manager (Toll Attendant IV) is assigned to each toll plaza to supervise toll attendants and operations of the plaza. The plaza manager's primary responsibility is to ensure that toll attendants are performing their assigned duties and conducting themselves in the manner set forth by the subjects of **TF-700, Toll Attendant I**. Having the goal of ensuring that patrons are treated in a courteous, friendly, and helpful manner, the plaza manager is to have a thorough understanding of the subjects of **TF-700** and work with attendants to achieve compliance.

The plaza manager is responsible to the toll road manager/administrative section supervisor. The plaza manager performs the duties listed below as well as other duties that the toll road manager/administrative section supervisor or the Director of the Division of Toll Facilities may assign.

WORK SCHEDULE: Plaza managers are subject to call at any hour since they are responsible for all operations of the toll facility. They are not required to maintain a set pattern of working hours. However, they are to be on duty to:

- Ø Remove vaults
- Ø Receive and issue funds at the end of the third shift
- Ø Receive and issue change at the beginning of the second shift

RELIEVING TOLL ATTENDANTS: Because they are to periodically relieve toll attendants, plaza managers are to be thoroughly familiar with all operating procedures of the attendants.

ABSENT ATTENDANTS: Upon notification that toll attendants cannot report to duty for their assigned shifts, plaza managers are to arrange for replacements for those attendants.




POWER FAILURE: When notified of a power failure at a toll plaza, the plaza manager is to:

- Ø Inform the utility company immediately
- Ø Report to the toll plaza to help control traffic
- Ø Determine whether the emergency generator is working properly
- Ø Notify the electronics technician if the generator is not working properly

FORMS: Plaza managers are to maintain adequate supplies of required forms by submitting to the administrative section supervisor at least four weeks in advance a request for the number of forms needed.

CARE OF FACILITY: The plaza manager is responsible for ensuring that the toll plaza remains neat and sanitary.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>PLAZA MANAGER (TOLL ATTENDANT IV)</p> <hr/> <p><i>Subject</i></p> <p>Change Fund</p>
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PURPOSE: Each plaza manager (Toll Attendant IV) is assigned a change fund and is accountable for the full amount of the change fund. Adequate space is provided in each toll plaza for the safekeeping of the change fund.


The plaza manager uses the change fund as a source for issuing a change fund to each toll attendant at the beginning of a shift. The change fund contains a certain number and denomination of bills and coins to enable attendants to serve patrons properly. Upon receipt of their change funds, attendants sign the TC 34-44 form, *Change Fund Sheet (Exhibit 04)*. At the end of their shifts, attendants return their change funds to their plaza manager, who counts the funds to ascertain that attendants have returned all monies. The plaza manager reports any discrepancies to the toll road manager/administrative section supervisor.

**BILL & COIN
EXCHANGE:**

Each plaza manager determines the number and denomination of bills and coins required to furnish toll attendants with the proper type of change. The manager:

- Ø Lists on the TC 34-65 form, *Change Fund Requirements (Exhibit 13)*, the number and denominations of the bills and coins required
- Ø Gives the vault truck driver the form and the correct amount of excess bills to enable the driver to obtain the needed denominations from the bank
- Ø Obtains on the TC 34-65 form the driver's signature to indicate the driver's receipt of the money
- Ø Returns to the driver the previously signed receipt after the driver returns with the requested funds

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>PLAZA MANAGER (TOLL ATTENDANT IV)</p>
	<p><i>Subject</i></p> <p>Removal of Cash Vaults</p>

**SCHEDULED
REMOVAL:**

In accordance with the schedule established and approved for each of the individual toll facilities, the plaza manager (Toll Attendant IV) removes cash vaults twice daily, once at the beginning of the second shift and once at the end of the third shift. Any changes to the established and approved schedule are subject to prior approval by the Director of the Division of Toll Facilities.


**BEGINNING &
ENDING
READINGS:**

The plaza manager ensures that the toll attendant on duty obtains an ending reading prior to removing a cash vault and obtains a beginning balance after inserting a new vault.

**UNSCHEDULED
VAULT
REMOVALS:**

Because of faulty equipment or other reasons, it may be necessary to remove a vault at times other than the scheduled times. In these instances the plaza manager, or other authorized personnel, removes the vault following the same procedure as explained above. When removing a vault, the manager tags it with the TC 34-55 form, *Vault Tag (Exhibit 05)*. The manager records the date, time, lane number, and vault number on the form and then places the full vault in the storage area inside the administration building.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>PLAZA MANAGER (TOLL ATTENDANT IV)</p>
	<p><i>Subject</i></p> <p>Removal of Faulty Equipment</p>

CLOSING**A LANE:**

When it is necessary to close a lane because of faulty equipment, the plaza manager (Toll Attendant IV) closes the lane and immediately notifies an equipment technician to perform the necessary maintenance to restore the lane to normal operations.


REMOVING**FAULTY****EQUIPMENT:**

If removal of faulty equipment from the toll booth is necessary, the technician lists the faulty equipment on the TC 34-28 form, *Violation and Equipment Report* (**Exhibit 06**). If the faulty equipment is a coin machine, the technician completes the *Coin Machine Change Information* form (**Exhibit 16**).

CUSTODY**OF KEYS:**

The plaza manager has keys to remove and install toll booth equipment. Under no circumstances does the plaza manager give custody of the keys to unauthorized personnel.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>PLAZA MANAGER (TOLL ATTENDANT IV)</p>
	<p><i>Subject</i></p> <p>Attendants' Daily Reports</p>

SUBMITTING & REVIEWING

DAILY REPORTS: At the end of each shift, toll attendants submit all daily reports in shift envelopes to the plaza manager (Toll Attendant IV). The plaza manager reviews the reports for completeness and accuracy.

DISCREPANCIES: If the plaza manager finds a difference in the axle count registered and the recorded charge amount, he or she will work with the toll attendant to ensure an accurate record of all non-cash vehicles.

REFUND FOR OVERPAYMENT:

Along with other daily reports, toll attendants submit to the plaza manager all completed TC 34-112 forms, *Refund for Overpayment of Toll (Exhibit 09)*. The plaza manager (or assistant plaza manager) reimburses the toll attendants for their TC 34-112 forms from the plaza's change fund and retains on file the yellow (back) copy of each form. The amount of change and the amount recorded on the form are to equal the total amount of the change fund assigned to the toll plaza. The plaza manager forwards the original and the first copy of each form, along with the other daily reports, to the administrative section supervisor, who requests reimbursement from the Central Office for the TC 34-112 forms in a timely manner.


VIOLATION & EQUIPMENT REPORT:

The plaza manager records the total number of registered violations on the TC 34-28 form, *Violation and Equipment Report (Exhibit 06)*, and indicates the difference between what the toll attendants report and what the toll lane registers show. The manager refiles the reports in the shift envelope.

RECORD OF VIOLATION DIFFERENCES:

When violation differences occur, the plaza manager ascertains the nature of the differences and works with the toll attendants to ensure they have recorded all violations and indicated any differences. The toll road manager/administrative section supervisor notifies the plaza manager of all recorded axle differences and violations that appear to be due to an unsatisfactory toll attendant. The manager discusses the differences with the attendant.

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>PLAZA MANAGER (TOLL ATTENDANT IV)</p>
	<p><i>Subject</i></p> <p>Daily Time Rosters</p>


**ARRIVAL &
DEPARTURE
TIMES:**

Along with his or her staff, the plaza manager (Toll Attendant IV) records arrival and departure times on the TC 31-6 form, *Standard Time Roster (Exhibit 14)*. Each arrival and departure requires a separate entry.

**APPROVAL OF
TIME ROSTERS:**

The plaza manager reviews the time roster and shows approval by signing in the space provided at the bottom of the form. The manager ensures there is an adequate explanation of all hours worked by attendants in excess of the regularly scheduled eight-hour shift. The manager then forwards the roster to the toll road manager/administrative section supervisor daily.

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>PLAZA MANAGER (TOLL ATTENDANT IV)</p>
	<p><i>Subject</i></p> <p>Work Schedule</p>

**PREPARING
A WORK
SCHEDULE:**


The plaza manager prepares a work schedule for the toll attendants and the assistant plaza manager, who performs the functions of the manager during the manager's absence. A work schedule is not only to provide complete coverage of shift requirements but also allow adequate time off for scheduled personnel. Specifically, the schedule is to ensure:

- Ø At least two attendants per shift at all times
- Ø At least three or more attendants per shift per 24-hour workday to accommodate vehicular traffic volume at certain toll plazas during certain periods of the year

**POSTING
A WORK
SCHEDULE:**

Exhibit 12 shows a work schedule utilizing the minimum number of attendants. The manager prepares a work schedule showing an eight-week period and posts it at the plaza four days prior to the effective date of the schedule.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>PLAZA MANAGER (TOLL ATTENDANT IV)</p>
	<p><i>Subject</i></p> <p>Manager Off Duty</p>


**INABILITY TO
REPORT FOR
DUTY:**

When unable to report for duty, the plaza manager contacts the administrative section supervisor in sufficient time so that the supervisor can secure a replacement. If a plaza manager is off work for more than one day due to illness, a doctor's certificate is required.

**CHANGE OF
ADDRESS:**

The plaza manager notifies the administrative section supervisor of any change of address or telephone number. The address and telephone number at which the manager is available to attendants when he or she is off duty is posted at the plaza.

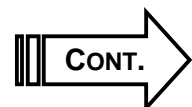
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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>PLAZA MANAGER (TOLL ATTENDANT IV)</p> <hr/> <p><i>Subject</i></p> <p>Parkway Closure</p>
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**PARKWAY
CLOSURE
PROCEDURE:**

In an emergency situation or severe weather conditions that cause a parkway to be officially closed to traffic, the plaza manager (Toll Attendant IV) is to follow this procedure:


10. Notify the Director of the Division of Toll Facilities immediately.
11. Attempt to maintain the same schedule currently in use for the facility unless advised to the contrary.
12. Ascertain for safety and security purposes that a toll attendant occupies the outer booth on each side of the road.
13. Remain, or have a toll attendant or the assistant plaza manager remain, inside the administration building to:
 - Ø Secure the area and funds
 - Ø Answer the phone
 - Ø Give breaks
 - Ø Assist stranded motorists
 - Ø Follow the instructions of supervisory personnel
14. Permit no personnel to work longer than 16 hours continuously. After a 16-hour shift, employees are to rest for 8 hours before resuming duties. The manager may send employees home during their normal working hours in order to implement a relief system.
15. Use telephone, radio, and other means available to ensure that everyone in the chain of command is informed of the current situation and of any changes as they occur.
16. Do not change any vaults or coin machines during the time the parkway is not collecting tolls.
17. As much as possible, keep all collection lanes clear and open to traffic.
18. Advise any motorists traveling the parkway of the conditions of the parkway and intersecting roads and any other instructions issued by competent authority.



**PARKWAY
CLOSURE
PROCEDURE
(cont.):**


Note: During an emergency, the supervisor is not to permit any personnel to work longer than 16 hours continuously. After a 16-hour shift, employees are to rest for 8 hours before resuming duties. Employees may be sent home during their normal working hours in order to implement a relief system.

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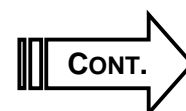
 <p>TOLL FACILITIES</p>	<i>Chapter</i> TOLL ATTENDANT I
	<i>Subject</i> General Information

OVERVIEW: Toll attendants are assigned to appropriate toll lane booths and lanes and perform duties as listed in the next chapters as well as other duties assigned to them by the plaza manager or the toll road manager.

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ATTENDANT I</p> <hr/> <p><i>Subject</i></p> <p>Change Fund</p>
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- CHANGE FUND:** Each toll attendant is assigned a change fund. The amount of the change fund is determined by traffic volume and related cash requirements at each plaza. Toll attendants are held accountable for the full amount of change assigned to them while on duty. Any shortages incurred are reimbursed by the responsible toll attendant. Any excessive shortages found through an authorized change fund audit constitute an infraction of rules and regulations and are dealt with accordingly.
- Ø Change Fund Sheet—Toll attendants sign the TC 34-44 form, *Change Fund Sheet (Exhibit 04)*, showing the amount of funds issued to them for duty purposes by the plaza manager or assistant plaza manager. Upon completion of shift duty, the toll attendant returns the amount of money issued to him or her to the plaza manager or assistant plaza manager. The toll attendant again signs the *Change Fund Sheet* indicating the amount returned.
 - Ø Locked Storage Drawers—Individual locked storage drawers are available in the administrative building for safekeeping of change funds. Cash insert drawers are provided for separate bills and loose coins in the change fund.
 - Ø Daily Fund Needs—All toll attendants determine daily the amount and denomination of coins and bills deemed necessary for their shift duty. If the toll attendant's change fund needs to be reconstituted during the shift period, he or she notifies the plaza manager or assistant plaza manager so that the supervisory personnel can accommodate the attendant's cash fund needs.
 - Ø Audits—Toll attendants' change funds are audited periodically by the toll road manager, plaza manager, assistant plaza manager, and other Division of Toll Facilities or Transportation Cabinet representatives.
 - Ø Removal—The toll attendant's change funds or any portion thereof are not to be removed from the plaza area.
 - Ø Personal checks—A toll attendant does not accept any personal checks other than appropriately endorsed traveler's checks of \$20.00 or less.




CHANGE FUND**(cont.):**

- Ø Foreign Currency—Acceptance of foreign currency for payment of toll is not authorized. Under no circumstances is foreign paper currency to be accepted at any toll facility.

Note: Canadian coins (nickels, dimes, quarters, etc.) are excluded from this policy. Any other foreign coins are not acceptable for payment of tolls.

- Ø Counterfeit Detection—The toll attendant checks any bill denomination of \$20.00 or above for possible counterfeiting. Pens are provided for detection of counterfeit bills.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ATTENDANT I</p> <hr/> <p><i>Subject</i></p> <p>Change of Shifts</p>
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ATTENDANT GOING**ON DUTY:**

The toll attendant going on duty reports to the facility in sufficient time before the shift change to accomplish tasks required to be performed prior to actual shift duty. Tasks include:

- Ø Securing and preparing proper forms
- Ø Completing reports
- Ø Receiving special instruction


The toll attendant is to be in the toll booth at the scheduled time to change shifts.

ATTENDANT GOING**OFF DUTY:**

The toll attendant going off duty assists the relieving toll attendant in:

- Ø Closing lanes to traffic
- Ø Obtaining reading on the toll lane register
- Ø Reopening lanes to traffic.

2 2 2

 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ATTENDANT I</p> <hr/> <p><i>Subject</i></p> <p>Emergency Instructions</p>
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**EMERGENCY
SITUATIONS:**

In the event of an emergency such as:


- Ø Fire
- Ø Theft
- Ø Robbery
- Ø Serious vehicle accident
- Ø Explosion
- Ø Any other event a collector deems an emergency situation

A toll attendant contacts the agency or agencies first that can provide the most immediate relief for that emergency situation.

After the applicable agency has been contacted, the toll attendant contacts the plaza supervisor, the back-up, the toll road manager, and the equipment technicians, not necessarily in that order, but whichever the toll attendant is most immediately able to contact.

Upon contact, the toll attendant is instructed as to what further actions are to be taken.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ATTENDANT I</p> <hr/> <p><i>Subject</i></p> <p>Miscellaneous Information</p>
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NEATNESS OF FACILITY:

While on duty, each toll attendant shares in the responsibility of keeping the administration building and grounds neat and sanitary.

INABILITY TO REPORT:

A toll attendant notifies the plaza manager of his or her inability to report to duty because of illness or other reasons in sufficient time that a replacement can be obtained. Inability to report for duty is reported no later than four hours prior to the time the toll attendant is scheduled to report to duty. A plaza manager may require a doctor's statement attesting to the toll attendant's inability to perform the assigned duty, upon return to work.

CHANGE OF ADDRESS:


The toll attendant is to notify the plaza manager of any change in address or telephone number.

REQUEST FOR VACATION:

The toll attendant submits the TC 12-1 form, *Application for Leave (Exhibit 15)*, no later than three working days prior to the scheduled date of leave. This allows the plaza manager appropriate time for work shift scheduling.

In the event of duplicate application for leave, the application for leave submitted first receives priority.

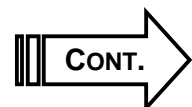
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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>TOLL ATTENDANT I</p> <hr/> <p><i>Subject</i></p> <p>Parkway Closure</p>
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**PARKWAY
CLOSURE
PROCEDURE:**

In an emergency situation or severe weather conditions that cause a parkway to be officially closed to traffic, the plaza manager (Toll Attendant IV) is to follow this procedure:


19. Notify the Director of the Division of Toll Facilities immediately.
20. Attempt to maintain the same schedule currently in use for the facility unless advised to the contrary.
21. Ascertain for safety and security purposes that a toll attendant occupies the outer booth on each side of the road.
22. Remain, or have a toll attendant or the assistant plaza manager remain, inside the administration building to:
 - Ø Secure the area and funds
 - Ø Answer the phone
 - Ø Give breaks
 - Ø Assist stranded motorists
 - Ø Follow the instructions of supervisory personnel
23. Permit no personnel to work longer than 16 hours continuously. After a 16-hour shift, employees are to rest for 8 hours before resuming duties. The manager may send employees home during their normal working hours in order to implement a relief system.
24. Use telephone, radio, and other means available to ensure that everyone in the chain of command is informed of the current situation and of any changes as they occur.
25. Do not change any vaults or coin machines during the time the parkway is not collecting tolls.
26. As much as possible, keep all collection lanes clear and open to traffic.
27. Advise any motorists traveling the parkway of the conditions of the parkway and intersecting roads and any other instructions issued by competent authority.



**PARKWAY
CLOSURE
PROCEDURE
(cont.):**

Note: During an emergency, the supervisor is not to permit any personnel to work longer than 16 hours continuously. After a 16-hour shift, employees are to rest for 8 hours before resuming duties. Employees may be sent home during their normal working hours in order to implement a relief system.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>VAULT TRUCK DRIVER (CLERK III)</p> <hr/> <p><i>Subject</i></p> <p>Responsibilities</p>
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TRAINING: A vault truck driver (Clerk III) receives training as a toll attendant, including a thorough knowledge of the mechanics of toll-lane operation and other duties.

The vault truck driver, who is responsible to the toll road manager/administrative section supervisor, is assigned a vehicle designed for the transportation of portable vaults. He or she is to be thoroughly familiar with the operation of this type of vehicle and the local and state regulations governing traffic safety.


VAULT DEPOSITS: The primary duty of a vault truck driver is to pick up, transport by vehicle, and deliver for bank deposit the portable vaults that contain fare received in payment of toll by patrons in vehicular traffic on a toll facility. The pickup and delivery are scheduled to meet the convenience of local banking hours and facility hours. When not working as a driver, the driver is to serve as a toll attendant and operate under toll attendant requirements.

CHANGE FUND EXCHANGE: Upon assignment by the toll plaza manager or designated representative, a vault truck driver takes change fund currency to the bank for purpose of exchange of currency to satisfy the requirements of patron service for lane and plaza change funds. The driver signs the TC 34-65 form, *Change Fund Requirements (Exhibit 13)*, where applicable for accountability and responsibility. Upon return of the change fund assigned, this responsibility ends, and the driver destroys the form.

EMPTY VAULTS: Vaults are numbered and assigned to plazas. Drivers keep the vaults in order and return them to the same plazas after pickup from the bank upon deposit of the next vault delivery to the bank.

CARE OF EQUIPMENT: Vault truck drivers handle the vaults with care and attention to ensure minimum damage and maximum service. The vault vehicles and all equipment assigned to the drivers/clerks are their responsibility. They maintain a preventive maintenance program to ensure safe transport of vaults and good condition of the vehicles, which includes keeping them clean and free of debris at all times.

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 <p>TOLL FACILITIES</p>	<p>Chapter</p> <p>ELECTRONICS TECHNICIANS</p> <hr/> <p>Subject</p> <p>Responsibilities</p>
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OVERVIEW:

Toll Facilities electronics technicians are assigned to the toll plaza managers/administrative section supervisor. The technicians inform the administrative headquarters of their assigned facilities and whereabouts during normal working hours.

Generally, the technicians are responsible for maintaining all toll facilities equipment, technical equipment, and assigned real property.

INSTALLATION & MAINTENANCE:

The technicians are responsible for proper installation and maintenance of all toll collection and related equipment and for the banking equipment that the Division of Toll Facilities furnishes to the designated bank. They maintain a record of maintenance, scheduled and unscheduled, they perform on all of the equipment.

PREVENTIVE MAINTENANCE:

Furthermore, the technicians are responsible for conducting a preventive maintenance program for all toll collection and related equipment. They periodically review the outlined preventive maintenance program and recommend changes as necessary.

As part of the preventive maintenance program, technicians notify the toll road manager/administrative section supervisor of any indication that personnel are abusing equipment.

All preventive maintenance programs are in writing, with a copy on file at each administrative headquarters, at the Central Office, and at each location where the technicians perform major repairs. To locate faulty equipment, the technicians review operational and statistical reports that administrative and attendant personnel prepare at each facility.

VIOLATION & EQUIPMENT REPORTS:

The technicians daily review each TC 34-28 form, *Violation and Equipment Report (Exhibit 06)*. They note events of malfunctions for immediate follow-up. After review the technicians initial the reports and keep them on file for at least 90 days.

WORKING HOURS: The technicians record their arrival and departure times on the TC 31-6 form, *Standard Time Roster (Exhibit 14)*. Technicians are subject to call for emergency repairs and are on standby during periods other than normal working hours.

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 <p>TOLL FACILITIES</p>	<p><i>Chapter</i></p> <p>EXHIBITS</p> <hr/> <p><i>Subject</i></p> <p>Table of Exhibits</p>
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EXHIBIT NUMBER	FORM TITLE	FORM NUMBER
01	Toll Schedule	TC 34-12
02	Request for Credit Card Application	TC 34-100
03	Unpaid Toll Report	TC 34-20
04	Change Fund Sheet	TC 34-44
05	Vault Tag	TC 34-55
06	Violation and Equipment Report	TC 34-28
07	Unclaimed Money Report	TC 34-92
08	Charge Ticket	TC 34-43
09	Refund for Overpayment of Toll	TC 34-112
10	Cash Count	TC 34-45
11	Daily Report of Time & Equipment Usage	TC 31-396
12	Sample Work Schedule	(none)
13	Change Fund Requirements	TC 34-65
14	Standard Time Roster	TC 31-6
15	Application for Leave	TC 12-1
16	Coin Machine Change Information	(none)

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